

FIG. 1 (Related Art)

Back-End Context-Insensitive Help

100

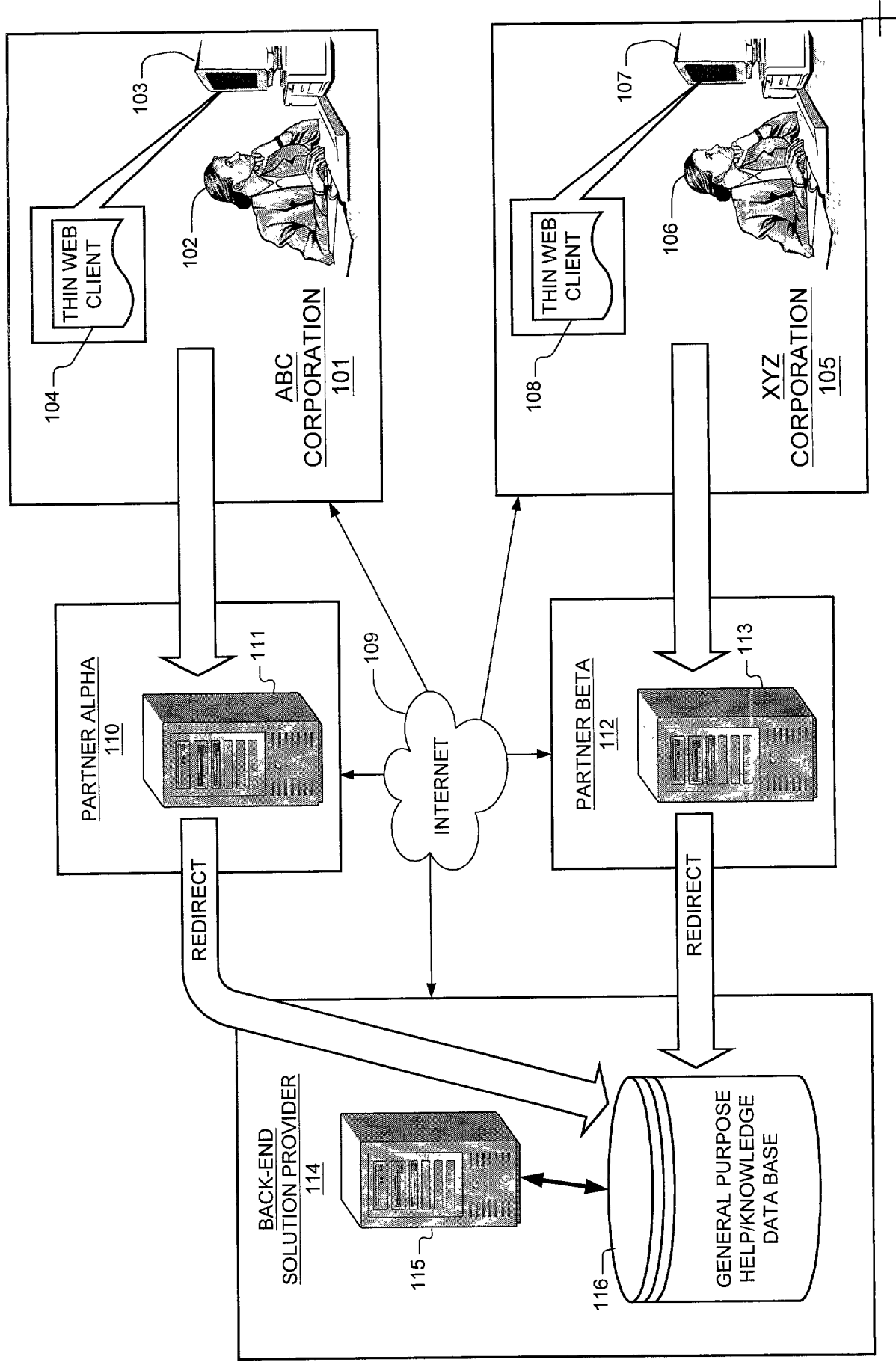


FIG. 2

Back-End Business Operations Platform

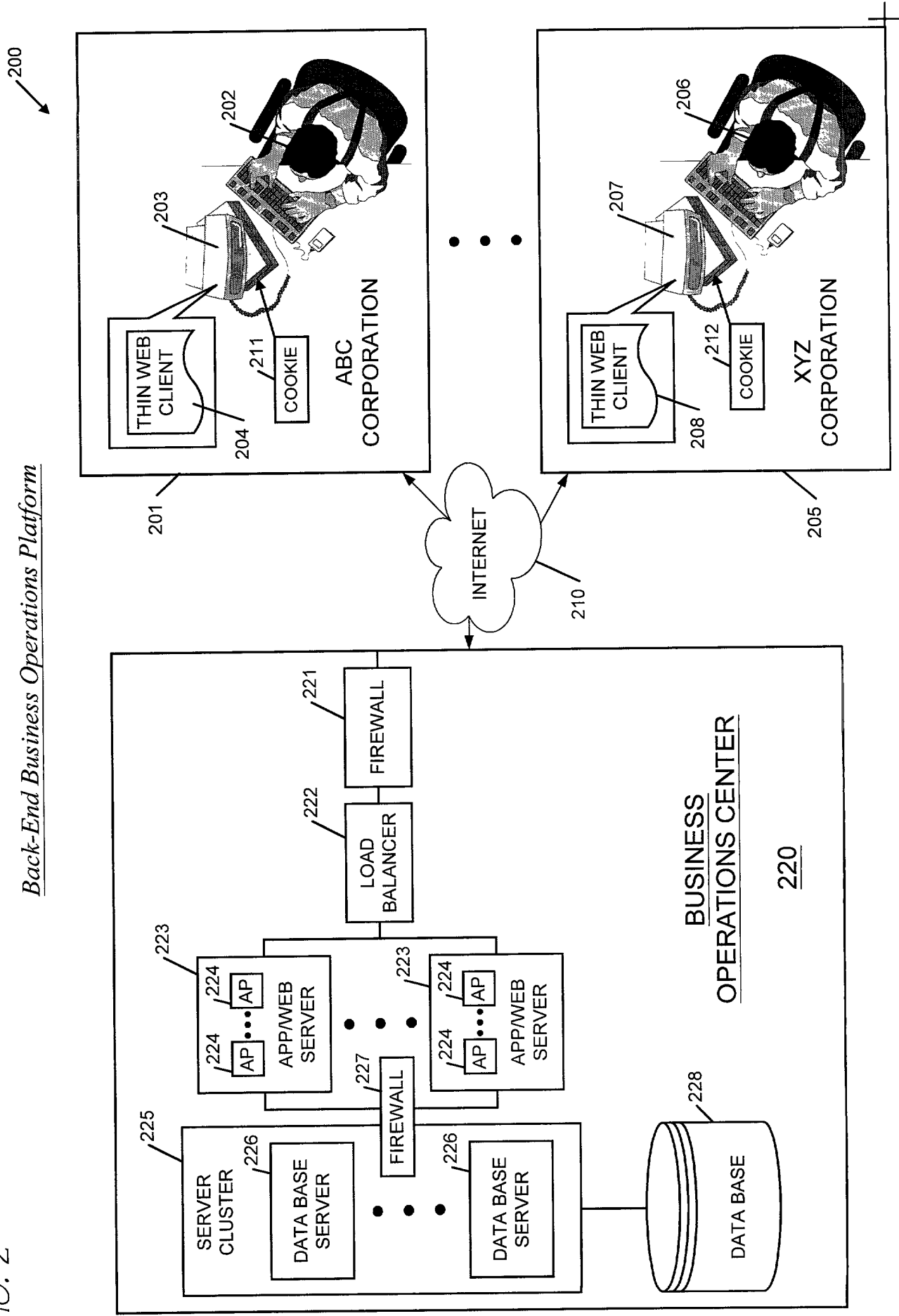
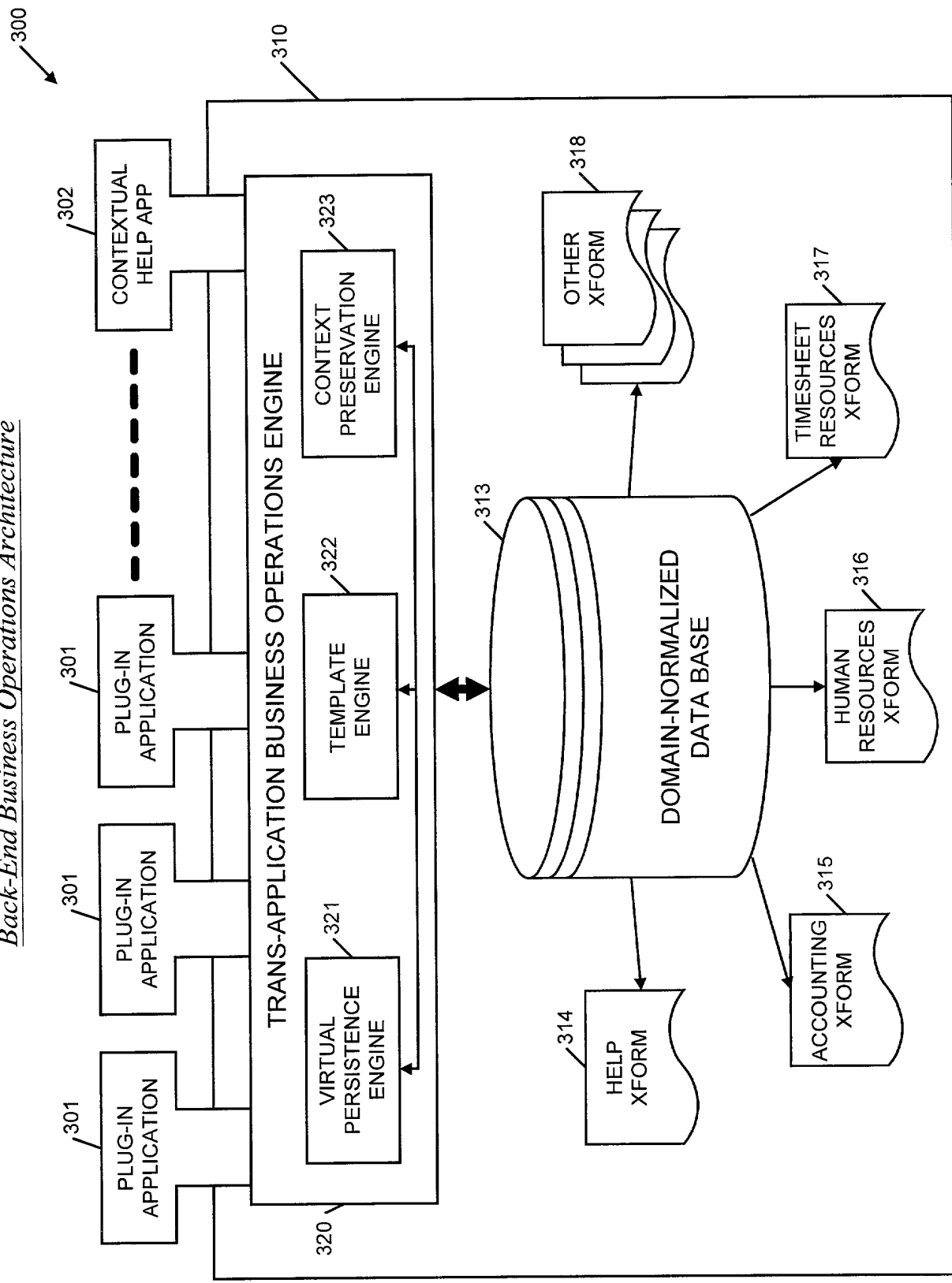


FIG. 3

Back-End Business Operations Architecture



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FIG. 4

Metadata-driven Customization Architecture

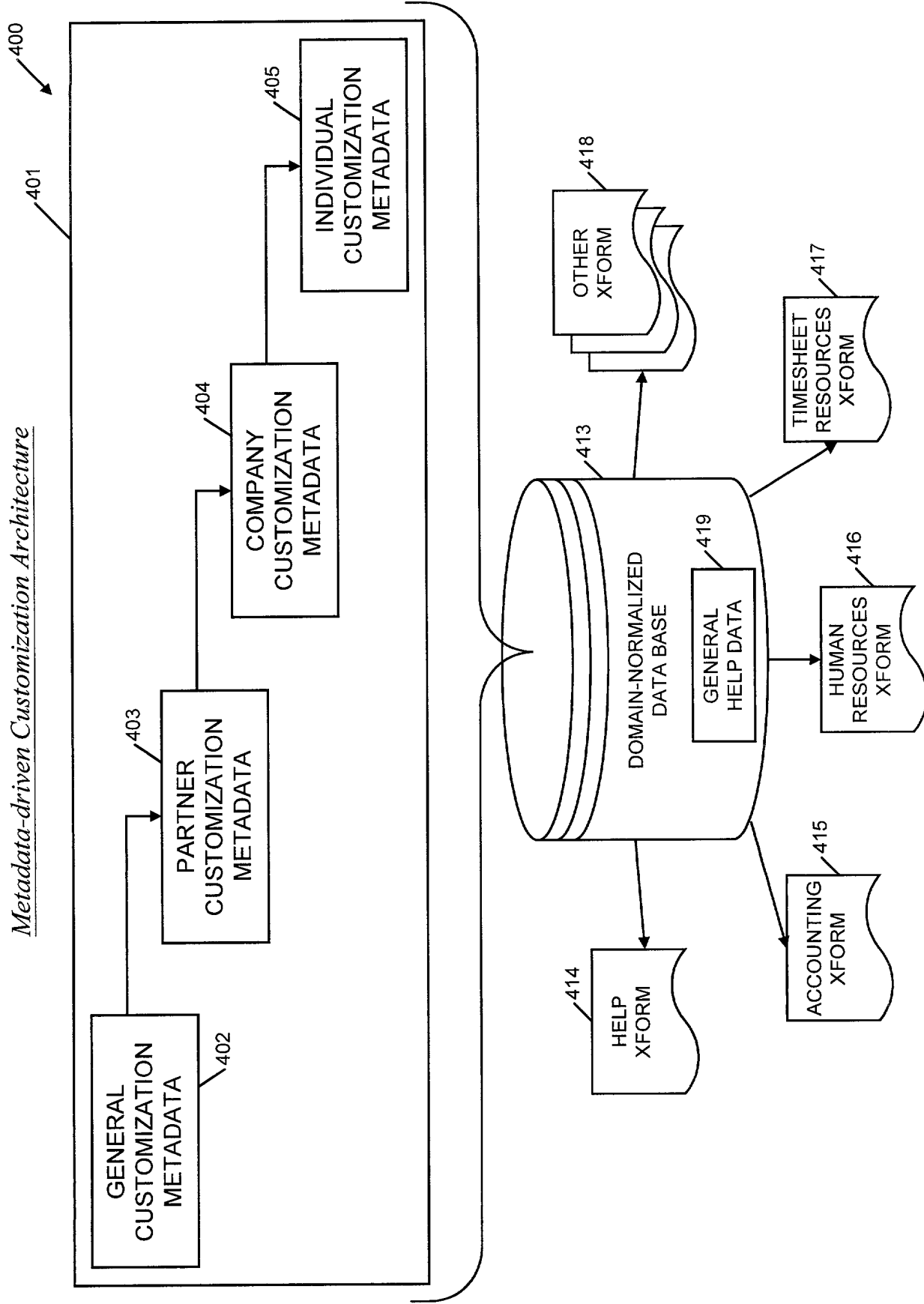
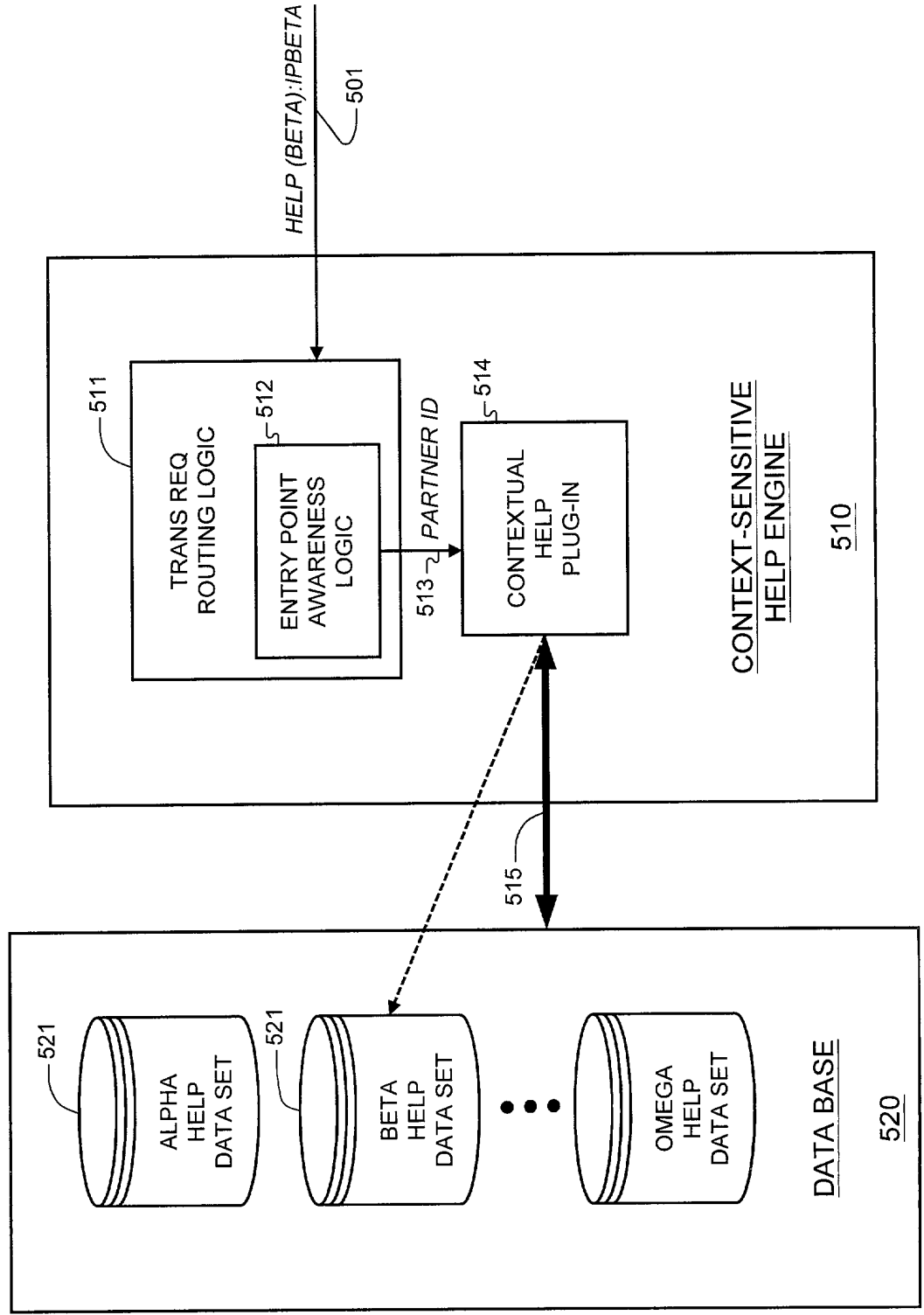


FIG. 5

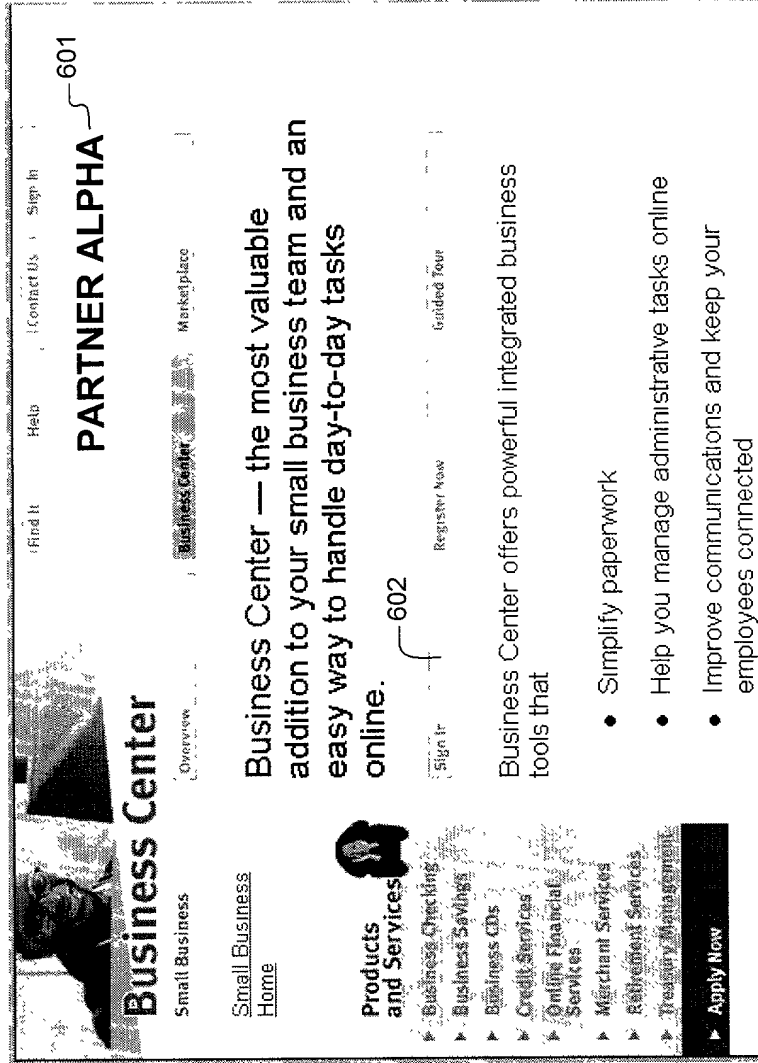
Partner-Aware Help in a Back-End Business Operations Platform



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FIG. 6

Partner Page for Redirection to Back-End Provider



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FIG. 7

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700

Sign-in Page At Back-End Provider Site

Sign In
702

Company ID: 703

Doe & Associates

User ID: John

704

Password: *****

701

Sign In

Cancel

Forgot your password?

Not yet enrolled? Register now!

If you are returning to the Business Center but haven't logged in lately please enter the following so we can set up your Company ID and provide you immediate access to the new Business Center.

Business Center ID:

Mother's Maiden Name:

The New Business Center
701

PARTNER ALPHA

Good News!

The Partner Alpha Business Center is better than before! We have added new services and resources that will help you reduce time spent on administrative tasks and help you focus on what you do best—running your business.

Here are just some of the new features:

- Organize and manage tasks—yours and those you assign to others.
- Take care of virtual paperwork—expense reports, timesheets, and invoices.
- Purchase office supplies, computers, and more at discounted rates.
- Access your company's policies, procedures, and benefits information.
- Keep in touch with your coworkers with our communication tools.
- Get constantly updated news, stock quotes, and weather.
- Submit and authorize forms electronically.
- Access relevant information from industry experts.

Don't forget to bookmark this page so you can quickly return to the Business Center.

For assistance, please contact customer service at 1-888-XXXX

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FIG. 9

Customer Support Access Page - Partner Alpha

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PARTNER ALPHA

902

My Desk

My Calendar

To Do

My Profile

My Desk

My Company

Administration

Marketplace

Resources

Customer Support

903

901

My Desk

My Desk gives you desktop access to features that help you manage tasks; submit requests; update your payroll information for withholding, direct deposit, and deductions; sign up for benefits; and maintain your personal profile and preferences.

All of the My Desk features are accessible from the left menu.

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PARTNER ALPHA 1001

My Desk

My company

Administration

Marketplace

Resources

Customer Support

Customer Support — 1002

Our Customer Support Team's mission is to provide our registered users with the highest level of technical support possible. We understand how valuable your time is and are committed to providing you with an exceptional level of customer service that will provide solutions and answers that will keep your business running smoothly.

1004

To contact our Customer Support Team, open the Customer Support page by clicking on the Customer Support link at the bottom of any Web page on this site and open any of the contact links available on that page. You can contact Customer Support by:

- Web: Submit a support request online.
- E-mail: Submit a support request by e-mail to support@alph.com. You will receive an immediate automated response to your e-mail.
- Chat: Chat online with a customer support representative.
- Fax: Print out a fax form and fax your support request to 408-123-4567. Our customer support team will fax a response within an hour of your request during our normal business hours of 6 a.m. to 6 p.m. (PST).
- phone: Call Customer Support at 877-123-4567 prompt 1, or 800-123-4567.

Customer Support hours are from 6 a.m. to 6 p.m. (PST) Monday through Friday, except holidays.

In addition, check our Frequently Asked Questions (FAQ) to see if the answer to your question has already been posted. To access our continually updated FAQ list, click on the Frequently Asked Questions (FAQ) link on the Customer Support page.



FIG. 12

FIG. 12

Partner-Aware Customer Support Page - Partner Beta

1200

<p>PARTNER BETA</p>	<p>1201</p>	<p><u>My Desk</u> <u>My Company</u> <u>Administration</u> <u>Marketplace</u> <u>Resources</u> <u>BellSouth</u> <u>Customer Support</u></p>	<p>1202</p>	<p>1203</p>
<p>Customer Support</p> <p>Our Customer Support Team's mission is to provide our registered users with the highest level of technical support possible. We understand how valuable your time is and are committed to providing you with an exceptional level of customer service that will provide solutions and answers that will keep your business running smoothly.</p> <p>If you receive an Invalid Sign In message, try the following solution: Since the Password is a case sensitive entry, try logging in again ensuring that the password is typed using the correct case. If this still does not permit entry into the site, contact your system administrator. If your system administrator is unavailable, contact Partner Beta Customer Support.</p>				
<p>Contact Us</p> <p>As a registered user, you can obtain information on any of the service's features by referring to:</p> <ul style="list-style-type: none"> Frequently Asked Questions (FAQ) Self-help pages which are incorporated throughout the site. Click on Help in the upper right hand corner of the Partner Beta Custom Service navigation bar to get help on a particular page's content. <p>Here's how to contact Partner Beta Prime Customer Support:</p> <ul style="list-style-type: none"> E-mail support@partbeta.com. Fax your request to Customer Support at 888-123-YYYY Phone Customer Support at 888-123-ZZZZ <p>Customer Support hours are from 7 a.m. to 7 p.m. (EST) Monday through Friday, except holidays.</p>				

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